

**Overview**

This position has responsibility for taking in-bound telephone calls and providing the highest standard of customer service to all callers.

**Personal Profile**

This role requires a self-motivated person who is polite and courteous with the ability to work as part of a team and the flexibility to work across each of the company's schemes.

**Skills and Knowledge**

- Customer focused with the ability to establish and maintain rapport and positively overcome objections.
- Excellent telephone etiquette and inter-personal skills such as effective communication, listening and questioning.
- Good sales skills with the ability to establish and meet the needs and requirements of customers.

**Reports To**

This person will report to a Supervisor within Customer Services.

**Main Duties and Responsibilities**

- Answer incoming telephone calls.
- Provide accurate information on the company's insurance products and services.
- Carry out medical-screening process.
- Provide accurate quotations and execute policy sales.
- Issue policies and renewals that arrive in the office via fax, post or email, including proposal forms with cheques.
- Deal with queries from web agents including responding to emails and making policy amendments and cancellations.
- Minimise lost calls through maximising availability on the telephone.
- Achieve consistent conversion rates in line with set key performance indicator targets.
- Build sales and business relationships by providing good quality information and customer care.
- Take messages and return call backs when needed.

**Product / Industry Knowledge**

- Demonstrate a good knowledge of the company's insurance products and services.
- Be aware of, and comply on an ongoing basis with the rules, requirements and principles of the Financial Services and Markets Act relating to general insurance.

**IT and Systems Knowledge**

- Be proficient in using the in-house IT and telephone systems.
- Be efficient in using Microsoft Office applications.
- Be able to use the keyboard accurately and efficiently.

**Working with the Team**

- Work as part of the team, aim to share information and learn from others.
- Remain self motivated and enthusiastic at all times.
- Communicate on achievements and problems and offer feedback and solutions.

**Company Contribution**

- Be supportive of the Company and its vision generally.
- Practise the Company ethos of "How may I help you?".
- Maintain exemplary conduct at all times.